Information Technology Plan

Fiscal Year 2018

I.   Top Five IT Goals
Identify your agency's top five goals/objectives for utilizing information technology in FY18, and how they serve your agency's business needs.

Mission
The Department's mission is to work on behalf of Wisconsin's veterans community - veterans, their families and their survivors - in recognition of their service and sacrifice to our state and nation.

Goals
Our goals are broad intentions that enable the Department to accomplish its mission. Remaining vigilant to these four goals will stand the test of time in accomplishing that mission.

OUTCOMES – Optimize deliverables for veterans
OUTREACH – Connect veterans and their families to earned benefits, programs and services
INFRASTRUCTURE – Ensure strong infrastructure now and for the long term
PUBLIC AWARENESS – Raise the public's knowledge of veterans issues

Top Five IT Goals

- Modernize and enhance our Veterans Benefits web applications.
- Participate in the Voice over Internet Protocol (VoIP) rollout for Central Office and our Veterans Homes at Chippewa Falls and Union Grove. Our Veterans Home at King implemented VoIP in October 2015.
- Reduce the WDVA's vulnerability to safety and security risks by having staff continue to complete the IT-related security training with 95% compliance each year.
- Utilizing our Electronic Record Management Policy, work with program areas to reduce the amount of paper handling and physical routing of documents and convert the processes to using electronic documents and leveraging the use of workflow for processing, routing and approvals.
- Budget permitting, purchase and implement Office 365, which will include migration of our current on-premises Exchange environment to Exchange Online.

Information technology is managed as an asset and an investment with the goal of accelerating implementation of information technology for service delivery. WDVA management recognizes and understands the importance of these assets and the opportunities that information technology offers.

II.   Agency Projects
List all of your agency's IT projects expected to cost $1 million or more.

The Department of Veterans Affairs is not working on any IT projects that are expected to cost over $1 million or more.

III.   Potential Agency Projects
List all potential FY18 agency IT projects that could meet the $1 million or more cost threshold.

The Department of Veterans Affairs is not planning any IT projects that are expected to cost $1 million or more.

IV.   IT Infrastructure Projects or Expenditures
Describe any projects or anticipated expenditures over $100,000 related to augmenting IT infrastructure (e.g., hardware, servers, storage, networking components, security, backup and disaster recovery), if these projects have not already been described in sections II or III above.

The Department of Veterans Affairs is not working on or planning any IT Infrastructure related projects that are expected to cost over $100,000.

V.   Active Directory Migration Project
Please describe your agency's plans to participate in the Active Directory Migration project.

The Department of Veterans Affairs does not initially plan to participate in the Active Directory Migration project as our servers are not hosted at the Femrite Data Center primarily due to budgetary constraints. However, in the next biennial budget we plan to include a request for additional ongoing IT funding to cover the additional cost to host our servers at the Femrite Data Center. If the budget request is approved, we can migrate our servers to the Femrite Data Center and then evaluate and potentially participate in the Active Directory Migration project.

VI.   Enhance the Agency's Cybersecurity Position
Please describe the efforts your agency plans to either complete or initiate in FY18 to enhance the agency's cybersecurity position.

The Department of Veterans Affairs staff will complete the procured Cyber Security training courses annually. IT will also continue to monitor our environment using our current cybersecurity tools and stay current on new tools and trends in this space.

VII. Agency Portfolio Assessment

Please indicate the status of progress toward completion of the agency portfolio assessment.

☐ Not Started
☒ In Progress / Estimated Completion Date: 12/31/2017
☐ Completed (please send a copy with your IT Plan submission)

VIII. Additional Issues/Activities

Identify and explain issues or other activities not described already that are influencing, or could influence, successful execution of your agency's IT plan and about which DOA/DET should be aware.

IT Staffing

It has been challenging finding qualified staff to fill vacant IT positions particularly senior level .NET web application developers. The applicant pool has not been strong and the few candidates that do meet the requirements have declined job offers due to the rate of pay being offered. This has reduced IT resources available for projects and initiatives.

IT Funding

As we continue to automate and streamline business processes to make service delivery of veterans' benefits more efficient and the use of health care information systems and their capabilities continues to emerge, the Department of Veterans Affairs must be proactive and continue to leverage its investment in technology. Moving to ongoing subscription models such as those used for DET service offerings, Office 365 and PointClickCare, will lead to increased annual costs which will require our IT budgets to be increased accordingly. If IT budgets are left at current levels or reduced and/or rates, costs or assessment for services supported by DOA/DET and other vendors increase, it will impact the ability to execute the Department's IT Plan.